



# GO virtual Quick Guide

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## 1 Overview

This document serves as a quick guide for new GO virtual users. Additional information, such as detailed instructions with screenshots, can be located in the full [GO virtual User Guide](#). This document is applicable to all PC or MAC operating systems (OS). Visit [govirtual.state.sbu](http://govirtual.state.sbu) for quick guides applicable to mobile devices (i.e., Androids, iPhones).

## 2 Install Citrix Workspace App (First Time Login Only)

Before you can login to GO virtual, you must have the Citrix Workspace app installed on your device. You can download the latest version by clicking the [Download Citrix Workspace App](#) link at the bottom of the website and following the download instructions.

## 3 Logging into GO virtual

**In order to utilize any of the following login methods, you must already be enrolled in the GO virtual program via GO Manager, which requires management and funding approval.**

If you login to GO virtual and there aren't any apps listed on the Citrix Storefront, it's an indication you are not enrolled. [Click here for instructions on how to enroll.](#)

### 3.1 RSA Token Method

#### 3.1.1 Setting RSA PIN: First Time RSA Users Only

1. Select the **check box** to acknowledge the monitoring consent notice.
2. Enter your **OpenNet username and password**.
3. Enter **only** your **RSA Token Code** shown on your token in the PIN + RSA Token Code field.
4. Click **RSA Login**.
5. Enter your new PIN that meet the following criteria.
  - PINs must contain at least two (2) letters and two (2) numbers
  - PINs must be a minimum of six (6) characters in length and must not exceed eight (8) characters (ex: 85**aj**40**75**)
  - PINs cannot contain consecutive letters (ex: ab1289**uu**) or a pattern (ex: ac**1212**me)
    - Examples of words that **can** be used (*i.e., do not contain repeating letters next to each other or consecutive letters*): car, cat, dog, fish, bird, fork
    - Examples of words that **cannot** be used (*i.e., contain repeating letters next to each other*): **cab** ('A' and 'B' are consecutive letters), **door** (two 'o's' next to each other), **odor** ('O', 'D', and 'O' create a pattern)
  - PINs cannot contain any special characters or letters (ex: &%\$#@!\*)
  - PINs cannot start with the number zero
6. Click **Submit**.
7. Enter your new PIN again to confirm.
8. Wait for the token code to change on your token, then enter your new PIN + token code. Click **Submit**.

**Note:** *If criteria for NEW PIN and Confirm PIN have not been met, the SUBMIT button will be greyed out.*

Your new RSA PIN has been set. Navigate back to [go.state.gov](https://go.state.gov) and refresh the page. Follow the instructions below to login.

#### 3.1.2 RSA Login Instructions

1. To login to GO virtual with an RSA token, visit [go.state.gov](https://go.state.gov)

2. Select the check box to acknowledge the monitoring consent notice.
3. Enter the following credentials into the fields shown:
  - OpenNet Username
  - OpenNet Password
  - PIN + RSA Token Code (token code shown on your RSA Token) *\*do not add spaces between the PIN and RSA Token code*
4. Click **RSA Login**.  
**NOTE:** After three (3) failed login attempts, your RSA token will be locked, and your PIN will need to be reset. [Click here for RSA PIN Reset instructions](#).
5. You will then be redirected to the Citrix Storefront.
6. To open a full GO virtual Desktop session, click the **GO virtual desktop icon**. To open a single application, click the **application icon** to launch the application.
7. Double click the downloaded ica file to open the application.

### 3.2 PIV/Smartcard Method (Recommended)

- **SNAPCARD NOTE:** If a SNAP card is configured in the same manner a normal PIV card, GO virtual login should be possible, however, you must download/install the Gemalto drivers to your device. Refer to the PIV/Smartcard Cert section below to find the Gemalto drivers.
- **PIV/SMARTCARD CERTS (for Windows or Mac devices only):** The PIV/Smartcard login method may require additional certificates to be download to your device. Refer to the [Department's PIV Software Downloads site](#). If you have any questions regarding your PIV/Smartcard certificates or need additional PKI support, please contact the PKI team at [PKIProgramOffice@state.gov](mailto:PKIProgramOffice@state.gov). Note, PKI does not offer Chromebook compatible PIV cert downloads.
- **SMARTCARD READER NOTE:** This method requires the use of a card reader, which does not have to be IT-CCB approved and can be purchased via third party vendors such as Amazon. MRA is not responsible for issues related to these card readers.
- **DEVICE RESTRICTIONS:** The PIV/Smartcard login feature is not available on mobile devices, i.e., iPhones, iPads, Androids.

#### 3.2.1 Process for Windows and Apple/MAC Devices

1. Connect a smart card reader to your device and insert your PIV card.
2. Navigate to [go.state.gov](http://go.state.gov)
3. Select the check box to acknowledge the monitoring consent notice.
4. Click the **PIV Login** button.
5. A **Select a certificate** prompt will appear. Select the **second affiliate option** listed and click **OK**.  
*\*If you click **Cancel** or the **X icon** in the corner of the prompt window, you will need to navigate back to [go.state.gov](http://go.state.gov) in order to login.*

**IMPORTANT NOTE:** The certificate selected must be intended for smart card logon purposes. In most cases, the second certificate listed is the correct option, however, this is not always the

case. To verify you have selected the correct certificate, click **Certificate Information**. The certificate purposes will be listed. If you see **Smart Card Logon**, you have selected the correct certificate.

6. Enter your **PIN** and click **OK**.
7. You will be redirected to the Citrix Receiver website. If you get **Detect Receiver** prompt, click **Detect Receiver**. If you already have Citrix Receiver installed on your device, click **Already installed**.
  - **MAC USERS:** If you receive a prompt to **unblock the Citrix Plugin**, you may need to configure Safari. To do so, navigate to your browser's preferences menu, select **Security**, select **Internet Plug-ins – Web Settings**, and highlight **Citrix Receiver**. Change the **When Visiting other website settings** to **Always On or On**.
8. You will then be redirected to the Citrix Storefront.
9. To open a full GO virtual Desktop session, click the **GO virtual desktop** icon. To open a single application, click the **application icon** to launch the application.
10. Double click the downloaded ica file to open the application.
11. Once the login window appears, click on **Sign-in options**.
12. Select the **second PIV Card Icon**, enter your **PIN**, and click **enter** on your keyboard. The application will then open.

### 3.2.2 Process for Chromebook Devices

**LOGIN PREREQUISITE FOR CHROMEBOOKS:** Download and install the Smart Card Connector App and CSSI Smart Card Middleware App via the [Chrome web app store \(https://chrome.google.com\)](https://chrome.google.com).

1. Connect a smart card reader to your device and insert your PIV card.
2. Navigate to [go.state.gov](https://go.state.gov)
3. Select the check box to acknowledge the monitoring consent notice.
4. Click the **PIV Login** button
13. A **Select a certificate** prompt will appear. Select the **third** affiliate option listed and click **OK**. *\*If you click **Cancel** or the **X icon** in the corner of the prompt window, you will need to navigate back to [go.state.gov](https://go.state.gov) in order to login.*

**IMPORTANT NOTE:** The certificate selected must be intended for smart card logon purposes. In most cases, the third certificate listed is the correct option, however, this is not always the case. To verify you have selected the correct certificate, click **Certificate Information**. The certificate purposes will be listed. If you see **Smart Card Logon**, you have selected the correct certificate.

5. Enter your **PIN** and click **OK**.
6. You will be redirected to the Citrix Receiver website. If you get **Detect Receiver** prompt, click **Detect Receiver**. If you already have Citrix Receiver installed on your device, click **Already installed**.
7. You will then be redirected to the Citrix Storefront.
8. To open a full GO virtual Desktop session, click the **GO virtual desktop** icon. To open a single application, click the **application icon** to launch the application.
9. Double click the downloaded ica file to open the application.
10. Click **ALLOW** when the Smart Card Connector prompt appears.
11. Once the login window appears, click on **Sign-in options**.

12. Select the **second PIV Card Icon**, enter your **PIN**, and click **enter** on your keyboard. The virtual desktop or single application will then open.

**If the PIV login method is unsuccessful after you have installed the smart card connector app and middleware app on your Chromebook device, other troubleshooting methods are not available.** It is recommend that you utilize the RSA Token login method which requires a GO mobile enrolled GFE device. [Click here](#) for more information.

### 3.3 Configuring Outlook and Creating Email Signatures

The first time you access your GO virtual desktop, you will need to configure Microsoft Outlook.

To begin your Outlook configuration, click the **Outlook icon** located on your GO virtual desktop. Follow the setup prompts by clicking the **Next >** button.

**NOTE:** Outlook will automatically detect your email address and we do not recommend manually configuring your account.

#### 3.3.1 Create New Email Signature

Click **File** in the top left corner of Outlook > click **Options** > click **Mail** > click **Signatures** > click **New** > enter the name of your signature and click **OK** > enter your signature in the text box and click **Save**.

### 3.4 File Saving Policy, Network Drives, and OneDrive

#### 3.4.1 File Saving Policy

You must save your files to your home drive and/or OneDrive before logging off from GO virtual (i.e., do not save them to your virtual desktop). For security purposes, any files saved to your virtual desktop will be deleted when you log off. Saving files to your home drive and/or OneDrive also ensures your files will remain available to you whether you're working from your standard OpenNet workstation or logged into GO virtual.

#### 3.4.2 Accessing OneDrive

OneDrive is now accessible via GO virtual as a desktop app. To access OneDrive, follow the instructions below.

**NOTE:** You must open a full desktop session in order to access OneDrive (i.e., the app is not listed on the Citrix Storefront and cannot be opened as an individual application session).

1. Click the **Windows icon** (located in bottom left corner of your screen) and click **OneDrive**. A pop-up notification will appear that says you are syncing to your OneDrive account.
2. Click the **OneDrive icon** located in the bottom right corner of the taskbar.

**NOTE:** If you don't see the OneDrive icon, click the **up-arrow icon** first, then the OneDrive icon.

3. A pop-up display of your OneDrive will appear. Click **Open folder** to view your OneDrive in Windows File Explorer.

**NOTE:** Clicking **View Online** will open the web version of your OneDrive.



To learn more about OneDrive, such as moving files to OneDrive or status icons for files within OneDrive, visit the Department's M365 Information Hub: [OneDrive \(sharepoint.com\)](https://sharepoint.com) website.

**OneDrive and Adobe Pro Limitation:** If you are working within Adobe Pro, you will be unable to open PDF files saved within your OneDrive. A recommended workaround is to save the PDF file to your home drive so you can open it with Adobe Pro. Save any updates needed to the PDF and move the updated file from your home drive to OneDrive.

**File Sync Limitation:** OneDrive within GO virtual is limited to 1 TB, therefore, please do not sync any files that you are not actively working on during your GO virtual session.


### 3.4.3 Network Drives

To view the network drives you are already mapped to or to manually map to an existing network drive, follow the instructions below:

- A. From the Citrix Storefront, double-click the **Explorer icon** .
- OR
- B. From your *GO virtual* desktop, click the **Windows icon**  located in the bottom left corner of your *GO virtual* desktop. Click the **This PC icon**.

Your network drive will be listed under the **Network locations** section. Below is a sample of what your personal home drive path may look like:

\\esocoeentap100.washdc.state.sbu\irmuser\$username



Server & Domain

Bureau

Your username or  
folder name

**NOTE:** If you do not see your network drive under Network Locations, you will need to map it manually.

#### 3.4.3.1 Manual Mapping Process

Prior to logging into GO virtual, you will need to identify your network path from a standard OpenNet workstation or GO desktop device. Follow the steps above to find your network path. Record the network path name (i.e., write it down, email it to yourself, etc.).

**NOTE:** If you are an existing GO virtual user and need to identify your network path prior to a GO virtual upgrade, you may do so from GO virtual if you are already mapped to your network drive.

Once you have your correct network path, follow the steps below to manually map to it.

1. Click the **folder icon** located on your taskbar or search for 'This PC' in the search bar located in the bottom left corner of your screen.
2. **Right click This PC** and then select **Map network drive...**
3. Click the **Drive drop down menu** and select a letter that is not already being used (i.e., H:).

**NOTE:** Drive letters already being used will have a network path name listed next to them.

4. Enter the path to your network drive in the **Folder** text box.
5. Select the **Reconnect at sign-in check box** and then click **Finish**.

## 3.5 Importing and Exporting Internet Browser Favorites

### 3.5.1 Edge Browser

- Click the **star icon** (favorites menu) located in the top right corner of Edge.
- Select the **three horizontal dots icon**.
- **Export Favorites**
  - Select **Export Favorites**.
  - The **Save As** dialogue box will appear. Select the location where you'd like to save your exported favorites list and click **Save**. Note: this will save your favorites as an HTML file.
- **Import Favorites**
  - Select **Import Favorites**.
  - Select **Favorites or bookmarks HTML file** from the **Import from** drop-down menu. Click **Choose file**.
  - Navigate to where you stored your favorites HTML file, select the file, and click **Open**. Your browser favorites will then be imported and accessible via the favorites menu. Click **Done**.

### 3.5.2 Chrome Browser

- Click the **three vertical dot icon** located in the top right corner of Chrome.
- Select **Bookmarks > Bookmarks manager**.
- Select the **three vertical dot icon** located in the right corner the blue banner.
- **Export bookmarks**
  - Select **Export bookmarks**.
  - The **Save As** dialogue box will appear. Select the location where you'd like to save your exported favorites list and click **Save**. Note: this will save your favorites as an HTML file.
- **Import bookmarks**
  - Select **Import bookmarks**.
  - Navigate to where you stored your favorites HTML file, select the file, and click **Open**. Your browser favorites will then be imported and accessible via the favorites menu.